



# JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

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## SUPERVISING INSURANCE COMPLIANCE OFFICER

\$5,364 - \$6,478

CONSUMER SERVICES DIVISION

CONSUMER COMMUNICATIONS BUREAU

LOS ANGELES

### RESPONSIBILITIES:

Under general direction of the Bureau Chief, the incumbent will plan, organize, and direct the activity of staff engaged in resolving and responding to consumer complaints or inquiries regarding all lines of insurance involving insurance rating, underwriting and/or claims handling practices; develop training plans for staff development and provide training; assist in establishing Bureau policy and procedures; enforce consistency of operations within the Bureau; responsible for the most complex and sensitive projects as assigned; represent the Bureau at meetings and industry functions as directed by the Bureau Chief; and other related duties as required.

### DESIRABLE QUALIFICATIONS:

- Extensive working knowledge of insurance practices and Insurance Code;
- Ability to effectively apply compliance procedures and/or provisions of the relevant laws, legal opinions and courts decision;
- Knowledge of compliance and enforcement techniques, project management processes, methods of preparation of project reports;
- Ability to direct, train, review the work of lower level staff;
- Ability to liaison and negotiate between Department of Insurance, other State and local agencies, and private insurance organizations;
- Ability to provide persuasive and skilled leadership in insurance project work;
- Knowledge of insurance claims practices; and insurance consumer services;
- Ability to communicate effectively and analyze administrative and technical problems;
- Ability to develop effective working relationships with all levels of staff, within and outside the Department
- Ability to interpret and apply provision of the California Insurance Code.

### WHO MAY APPLY:

Applications will be accepted from current State employees at the Supervising Insurance Compliance Officer level, those within transfer range, or individuals who have list eligibility for **Supervising Insurance Compliance Officer**. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

### STATEMENT OF QUALIFICATIONS

All interested candidates must submit a completed standard State of California application and a "Statement of Qualifications" in order to be considered for this position. The Statement of Qualifications is a narrative discussion of your education, training, experience, and skill as it relates to the desirable qualifications listed above. The Statement of Qualifications serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.

**Resumes do not take the place of the Statement of Qualifications. Applicants who fail to submit the Statement of Qualifications will be eliminated from the selection process.**

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**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

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### **APPLICATION PROCEDURE:**

Send a completed standard State of California application to Teresa Foster, Department of Insurance, Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate “Supervising ICO 413-373-8560-004” on the State application.** For additional information, please call (916) 492-3423.

**FINAL FILING DATE:**      **November 19, 2012 – 5:00 p.m. Close of business**

**NOTE:**      Interested Department of Insurance employees must submit applications by the final filing date in order to be considered for this position.

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